CABINET
8 FEBRUARY 2022

EDUCATION CASE MANAGEMENT SYSTEM

Responsible Cabinet Member
Councillor Jon Clarke, Children and Young People Portfolio

Responsible Director -
James Stroyan, Group Director of People

SUMMARY REPORT

Purpose of the Report

1. To seek Cabinet approval to procure a new software support and maintenance contract in respect of the product known as "Liquidlogic Early Years and Education System (EYES)" at an additional cost of £467,000 over the 2022/23 and 2023/24 financial years.

Summary

2. It has been identified that the current IT provision for Education systems does not enable a transformative approach to directorate wide work to secure the best outcomes for families in Darlington. A business case has considered options for the purchase of a new IT system which will offer full integration of records across the People directorate.

Recommendations

3. It is recommended that members:

    (a) Note the review of software requirements in Education Services and approve the procurement of a new software and maintenance contract for Early Years and Education staff that facilitates greater integrated working across the People Directorate.

    (b) Note the assessment of the procurement as set out in **Appendix C** and designate the procurement as a non-strategic procurement.

    (c) Delegate the award of the contract to the Group Director of People in accordance with the Contract Procedure Rules.

Reasons

4. The recommendations are supported by the following reasons:

(a) To facilitate the full integration of records across the People directorate.

(b) To better enable Education Services to support the Council to fulfil its statutory duties.

(c) To comply with the Contract Procedure Rules.

James Stroyan
Group Director of People

Background Papers
No background papers were used in the preparation of this report.

Tony Murphy: Extension: 5637

S17 Crime and Disorder	No impact.
Health and Well Being	The investment and implementation of the new integrated Education system with public facing portals will improve the way information is shared between parents and Education teams contributing to a more efficient case management system that supports the Health and Wellbeing of children.
Carbon Impact and Climate Change	No impact.
Diversity	The implementation of the public facing portals included in the Education system implementation will ensure any residents who are digitally excluded are provided with appropriate support.
Wards Affected	All Wards.
Groups Affected	All Groups.
Budget and Policy Framework	There are no implications – Funding will be sourced from underspend and existing Education budgets.
Key Decision	This is a key Decision.
Urgent Decision	This is not an urgent decision.
Council Plan	The new Education system is consistent with the Council Plan by implementing a high quality case management system, supporting key Education Business processes across all Education functions contributing to improving outcomes / maximising the potential of our young people and supporting the most Vulnerable in the Borough.
Efficiency	System will be an enabler in transforming key business functions in Education, removing off system labour intensive data recording / sharing processes for professionals and the parents / carers.
Impact on Looked After Children and Care Leavers	No direct impact, however, the system will provide a single Education / Children's Social Care record. Any associated case recording / improved data sharing and collaborative working with Education / Social Care for Looked After Children will be improved which may impact on better outcomes.

MAIN REPORT

Information and Analysis

5. Darlington Borough Council is required to fulfil a range of statutory education functions which meet the needs of children, young people and families across the county. In order to do so, it is necessary to have a well-maintained information management system in place. The Council currently uses the Capita ONE system to deliver and support the statutory functions of the Education Service.

6. It is imperative the authority reviews major systems that are used across its services; in particular, systems that require significant ongoing financial resource to fund annual maintenance and support costs. Capita ONE has been used in the Education Service for over 20 years. Over this time Education management system requirements, policy and strategies have changed considerably.

7. A review of the current system and Business Case has been completed, looking at opportunities in combining fragmented systems and identifying issues, such as off-system recording that can lead to silo working, poor data quality and risks in not sharing information between teams and services.

8. The options outlined in the Business Case enabled the Council to determine which path to take next for transformation in developing systems and case management recording. It also includes opportunities in how systems can change culture, practice and promoting efficient data sharing processes across both Education and Children's Social Care.

Objectives

9. The following objectives were outlined as part for the review / Business case:

   (a) Review of current Education system Capita ONE to ensure the authority is getting value for money

   (b) Research of other Education systems suppliers in the marketplace

   (c) Identify proposals for areas of Transformation / change

   (d) Present a list of options for change and associated plan and resources required

   (e) Cost / Benefit analysis on options that require investment.

Scope

10. The scope of Business Case includes the following key products and modules that support Education Services processes:

    (a) Admissions & Attendance – Portals for Parents and schools
    (b) Missing from Education
    (c) Exclusions & Reinstatements
    (d) General & specialist case management

  (e) Home to school travel applications and Eligibility
  (f) Other Vulnerable Groups
  (g) Children in Employment / Entertainment
  (h) Data Sharing Between Schools and LA
  (i) SEN case Management / EHCP recording

Areas for Transformation

11. The following areas in Education were identified for Transformation in changing how data and processes are currently managed using new technology including customer and provider portals. All options in the business case include modules for the areas below:

  (a) Early Years Core functions and Portal (Provider and Parents)
  (b) Special Educational Needs Portal (For Professionals, Parents and Child)
  (c) Transport Application Portal (For Parents and Transport team)

Options

12. The business case presented 5 options. There are only 2 other leading Education system suppliers other than Capita currently in the market. Due to the low number of viable suppliers the business case has also explored the procurement options in Direct Awarding to make the process more efficient. The following summary of options were drawn up to either replace, develop the existing system or do nothing:

  (a) Liquidlogic Early Years and Education System (EYES)
  (b) Servelec Synergy
  (c) Capita ONE – Hosted by Supplier on Cloud – Software as a Service (SaaS)
  (d) Capita ONE – On Premises Hosted – Using current Xentrall resource
  (e) Do Nothing – Stay with Capita ONE with current modules
(A-D have same system scope for each supplier)

13. In advance of the authority investing in the existing system to transform, improve data quality and business processes, consideration was given to the other leading suppliers in market.

Option A – Liquidlogic EYES – <u>Preferred Option</u>

14. Some options require more investment than others, careful consideration has been given to what type of system is needed to meet the future needs of Education services. Liquidlogic EYES (Option A) provides the authority with the following unique benefits /solutions:

  (a) **Single Child record** - Unique opportunity in having a single child record across both Education and Social Care.

  (b) **Benefits / Efficiencies** - Although significant investment needed within the first 2 years of implementation EYES provides the most efficiencies in time saving benefits for both Children's Social Care and Education teams. (See **Appendix A**).

(c) **Collaborative working** - Enable the authority to develop collaborative integrated working between Education and Social Care, removing spreadsheets, manual email business processes and all other off system recording and communication.

(d) **ICT and System Admin** – Existing Liquidlogic Social care systems share same ICT infrastructure and system admin function requiring less resource than other options.

15. In other options considered there is no capacity for a single child record within a shared Education and Children's Social care system that is also fully web based. The council currently uses Liquidlogic for its Adult's and Children's Social Care services making possible full record integration across the People directorate enabling collaborative working across services. See Appendix A for list of benefits / efficiencies EYES will bring to the authority.

Financial Implications

16. The estimated additional value for the required support, maintenance and project implementation budget in respect of Liquidlogic Early Years and Education System (EYES) and the Capita ONE Education Software overlapping costs is expected to be no more than £467,000 over the two years of the implementation period. This additional required funding is intended to be met through current underspend. Budget has been identified to cover the increased ongoing cost from year 3 onwards. See **Appendix B** for implementation timeline and **Appendix D** - **Part III** for breakdown of project budget and internal project resource required.

Procurement Advice

17. The procurement activity will be carried out in line with the Public contracts Regulations 2015 and the Councils Contract Procedure Rules.

18. This procurement will be a direct call off on the CCS Framework RM3821 Lot 3C.

19. The Contract Procedure Rules require all tenders over £100,000 should be presented to Cabinet to determine if they are strategic or non-strategic, based on previously agreed criteria the procurement of the goods and services is deemed to be non-strategic, attached at Appendix C.

Equalities considerations

20. The procurement of an Education Casework Management System and maintenance contract does not have a direct impact on equalities or any of the protected characteristics. It does, however, help schools and the Council in relation to data collection, monitoring and reporting on different characteristics that are of interest to the Council in considering matters of equality and protected groups.

21. During the early stages of implementation and system familiarisation, a desktop Equality Impact Assessment will be carried out to ensure the Council does not discriminate, in addition to identifying any negative or positive impacts the new system may present.